GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

AHDD&F Department – Mobile Ambulatory Veterinary Clinics Project – Operation & Maintenance – Standard Operating Procedures (SOPs) for functioning of the Mobile Veterinary Clinics – Approved – Orders – Issued.

ANIMAL HUSBANDRY, DAIRY DEVELOPMENT & FISHERIES(AH.I) DEPARTMENT

G.O.Rt.No.95 Dated:04.05.2022.

Read the following:

1. G.O.Ms.No.29, AHDD&F (AH.I) Department, Dated.07-07-2021.
2. G.O.Rt.No.48, AHDD&F (AH.I) Department, Dated.28-02-2022.
3. G.O.Rt.No.85, AHDD&F (AH.I) Department, Dated.15-04-2022.
4. From the Director, Animal Husbandry, A.P., Vijayawada, Lr.Roc.No. AHF02-COOR0EXAG/7/2022-V-MVC-DAH, Dt:26.04.2022.

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ORDER:

In the circumstances reported by the Director of Animal Husbandry, A.P., Vijayawada in the letter 4th read above, Government after examination hereby approve the Standard Operating Procedures (SOPs) for functioning of the Mobile Veterinary Clinics as part of the Mobile Ambulatory Veterinary Clinic Project (Dr YSR Sanchara Pasu Arogya Seva). The approved Standard Operating Procedures (SOPs) is appended to this order as Annexure.

2. The Director of Animal Husbandry shall take further necessary action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

POONAM MALAKONDAIAH
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
The Director of Animal Husbandry, A.P., Vijayawada.

Copy to:
OSD to Minister (AHDD&F).
P.S. to Spl. C.S. to Government, AHDD&F (FAC) Department.
SF/SC (Computer No. 1708336).

//FORWARDED::BY ORDER//

T. Naresh
SECTION OFFICER

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ANNEXURE

(G.O.Rt.No.95, AHDD&F (AH-I) Department, Dated:04-05-2022)

STANDARD OPERATING PROCEDURES (SOPS) FOR IMPLEMENTATION OF Dr. YSR SANCHARA PASU AROGYA SEVA IN ANDHRA PRADESH

Introduction:

Government of Andhra Pradesh have sanctioned 175 Ambulatory Vehicles for implementation of Dr YSR Sanchara Pasu Arogya Seva / Mobile Ambulatory Veterinary Clinic **(MAVC)** vide G.O.Rt.No.85 dt:15-04-2022, AHDD&F (AH-I) Department and G.O.Rt.No.353 dt:21-12-2021, AHDD&F (AH-I) Department.

Aim:

The aim of the programme is to establish "Mobile Ambulatory Veterinary Clinic" to strengthen the service delivery mechanism so as to ensure better accessibility of veterinary services provided by the department in the field and there by improved productivity at the farmer's doorstep.

Objectives:

a) To examine the general health condition and to treat the livestock.
b) To provide "On the Spot" free diagnostic service to ascertain the disease.
c) To detect the common diseases prevalent in the area.
d) To provide doorstep Ambulatory service (Breeding, Curative).
e) To educate people to adopt appropriate modern technology for improving the productivity.
f) To make disease surveillance and monitoring of livestock and poultry diseases.
g) To control and contain disease outbreak.
h) To popularize the departmental schemes.
i) To create awareness on livestock preventive health care and other department services available.

Operation and Maintenance:

GVK EMRI is selected as operation and maintenance service provider. Mobile Veterinary Ambulance Clinic (MAVC) is equipped with large animal hydraulic lift facility and required veterinary equipment. Service provider will position a graduate Veterinarian, Paravet and one driver-cum attendant with required medicines and laboratory chemicals in each MAVC from time to time for two years. The 1962 Call center shall be made operational with 24x7 service. To assist the call center agents, a team of doctors will be maintained at call centre on 24x7 basis with three shifts.

Integration of Telemedicine Services:-

1. Government of Andhra Pradesh is already providing the Veterinary Telemedicine in Andhra Pradesh through Call Centre.
2. All the calls made to toll free number 1962 will be landed to the call center of GVK EMRI.
3. Classification of calls based on the severity of symptoms will be done by Call center doctor as follows.
4. **LEVEL I** – Life threatening cases which should be attended under 5 hrs to save the life of the livestock (Fertilizer poisoning, snake bite, etc)
5. **Level II** - Critical cases which are threat to life if not attended within 5-8 **hours** (Haemorrhagic septicaemia, Black quarter, Ruminal Tympany, Milk fever, etc.)
6. **Level III** – Moderate critical cases which should be attended under 12-24 hrs. (AI, Mastitis, Simple indigestion, Johnes disease, Pyrexia of Unknown origin or fever, etc)
7. **Level IV** – Less critical cases which are not emergency such as delayed reproductive cycle, decrease in milk production, vitamin deficiency, ecto-parasities, etc which can be attended under 24-72 hrs.
8. All the calls of L-I, L-II, L-III shall be attended by GVK EMRI.
9. All the calls of L-IV shall be transferred to Telemedicine Call Centre by GVK EMRI during the operation hours of Telemedicine call center. Calls received after that shall be addressed by GVK EMRI only.

Process Flow:

1962 Call Center

1. Animal owner/Farmer calls to toll Free number 1962 which works on 24x7 basis.
2. Call Centre executive (Emergency response Officer ERO) collects the information of caller, symptoms of animal and caller location details from the caller.
3. Based on the information, considering the symptoms, application shall prompt for emergency of the case.
4. For further clarification, the Call Center Executive (or Emergency Response Officer -ERO) shall communicate with the Veterinary Doctor present in the call center through Conference call. Once confirmed of Emergency, the Call Center Executive assigns the case to the MAVC unit through the application.
5. If the call is not an emergency and of any of chronic nature (classified as L-IV), they shall be transferred to Telemedicine Call Center through API for further process during the working hours of Telemedicine Call Center, where treatment will be carried out through video call/ field visit by local veterinarian after recording vital information by RBK AHA in telemedicine application. After completing the case, prescription will be sent to farmer through SMS link.

The Call types and the procedure to be followed by Call Center Executive (Emergency Response Office) is as follows.

CALL Types	Description	Call Handling Procedure
MISSED CALL	Pop-up generated. Case ID generated and call dropped within 15 seconds.	The ERO shall call back to the caller.
DISCONNECTED CALL	Caller responds...no call continuance (call gets disconnected)	The ERO shall call back to the caller
NUISANCE CALL	Intentionally calling and creating nuisance (playing music, making sounds etc...)	Call shall be closed as Nuisance Call and ERO shall capture the details.
WRONG CALL	call wrongly connected to 1962	Call shall be closed as Wrong Call.
GENERAL ENQUIRY CALL	Enquiry...not related to 1962	Call shall be closed after providing relevant information.
ENQUIRY CALL	Enquiry...related to 1962	Call shall be attended and provide necessary information or transferred to Telemedicine Call Center
VIP	When caller is a VIP	Call shall be attended as per the procedure and intimate to Team Lead.
NO RESPONSE CALL	When there is no sound or conversation from the caller's end (ERO to prompt thrice for any emergency...Remain in call for 10 secs...and close the call as "No Response Call")	Close the Call as No Response Call
SILENT CALL	Caller on line...not responding (ERO to prompt thrice for any emergency...remains in call for 10 secs.)	Close the call as Silent Call
APPRECIATION CALL	Feedback call – appreciating the service.	Capture basic information and transfer the call to Team Lead
CALLER CONCERN	Feedback call – concern about the service.	Capture the basic information and transfer the call to Team Lead
PRANK CALL	Giving false information about an emergency (making fun while on call)	Capture the basic information and transfer the call to Team Lead
IFT CALL	Call for shifting any animal from one hospital to another (higher) hospital (Emergency call)	Capture the basic information and assign the Ambulance.

CALL Types	Description	Call Handling Procedure
ESCALATION	Any query...Required clarification or assistance..	Capture the basic information and transfer to Team Lead
ABUSIVE CALL	Caller responds...abusive on call	Capture the basic information and close the call.
CHILD CALL	Children calling (No Emergency)	Capture the basic information and close the call.
REPEATED CALL	Multiple callers calling the same case	Close the call as repeated call.
FOLLOW-UP CALL	Provide necessary information/ Escalation to TL as the case may be	Capture general information and transfer the call to Team Lead
DROP BACK CALL	Call received from Hospital staff / farmer to drop back the vehicle at Farmer location.	Assign the Ambulance as per the requirement.

MAVC Assignment

6. The MAVC Vehicle should be located at Constituency Head Quarter (AVH/VD) as per list appended.
7. For all the emergency cases, based on the location of the caller, the nearest MAVC ambulance is selected in the Application. The Call Center Executive shall communicate with the MAVC and confirms the assignment.
8. The Call Center Executive indicates the approximate time of reaching the vehicle to the caller / farmer.
9. The Application generates Mobile notification and SMS in Telugu, which will be sent to the respective mobile of the MAVC. Also, the application sends SMS in Telugu to the caller / farmer with Case ID, Ambulance Number, Ambulance Mobile Number and estimated time of reach to the location.
10. The MAVC shall rush to the caller location for the treatment of the animals.
11. If MAVC is busy during the call, the call center executive communicates with the MAVC and confirms when the vehicle will be free from the case and schedule the call accordingly. The call center executive indicates the expected time of reach of MAVC to the caller.
12. For scheduled cases, the assignment time of the case will be considered as case closing time of previous case.
13. If the caller insists for urgent ambulance service and case is of L-1 in nature as per the directions of Veterinary doctor at call center, the case will be assigned to the MAVC and re-schedules already assigned cases.

MAVC Services

14. The MAVC staff shall be attentive always and respond immediately for the calls.
15. Immediately after assignment of case, the Ambulance shall start and update the information through the Mobile Application. The Application will capture the Location of the vehicle as per the GPS instrument and also start time of the Ambulance.
16. The MAVC staff shall communicate with the caller and intimate indicative time of reach of the caller location. Enroute (towards the caller location) Pre-arrival instructions may be given to the caller.
17. During Enroute, if the caller informs to the call center or the ambulance staff that service is not required then in such case the Paravet needs to inform the Call Center and close the case accordingly.
18. The Following updates shall be made by the MAVC staff through the Mobile Application
    a. Start of the Ambulance for the Case – Immediately after assignment of the case, the ambulance starts from the base location. The Timestamp of the ambulance will be captured on real time.
    b. Reach of the Caller Location – Immediately after reaching the caller Location, the same will be updated using the mobile Application.
    c. Start from the Caller Location – Immediately after completing the case, the same shall be updated in the mobile Application.
19. Entry of treatment details: The MAVC staff shall update the complete information pertaining to each animal they are treating. All the Medicines used, medical equipment being used and also the medical consumables used for the treatment of animal shall be entered in the mobile Application.
20. If the animal is in critical condition and requires treatment at hospital, the animal shall be transported to the nearest government veterinary hospital. The mobile Application shall have option to update the information. The respective Veterinary Hospital shall be informed immediately about the case though SMS / Phone Call (Contact list appended).
21. At the caller location, if any other animals also need immediate medical care, the same shall also be attended duly entering the animal details in the application.
22. Follow-up treatment for animals should be attended by the AHA/ Paravet/ Veterinarian until recovery.
23. It is the responsibility of the MAVC to leave the animal back at famer doorstep after treatment/ recovery.

24. The MAVC staff shall also provide mandatory medicines for follow up treatment to be carried out by local veterinary doctor.
25. The MAVC shall capture the unique identification number of each animal which is being treated and update in the application.
26. All the cases, where the treatment has been completed at the caller location, the same will be considered as closure of LIVE CASE and the next case will be assigned immediately.
27. For the cases, where the animal is dropped at Hospital, the same will be considered as end of the case, then only the next case shall be assigned.
28. All the farmers shall be given a service report (receipt) along with indication of medicines given, medical equipment used, medical consumables used. The MAVC unit has the Laptop connected to the printer and the same shall be used to print the service report.

INTER FACILITY TRANSFER

- **DEFINITION:** A case that is shifted from a Lower Hospital Care Providing Facility (LHPF) to a Higher Hospital Care Providing Facility (HHPF) is called an IFT (Inter Facility Transfer). Sometimes lateral hospital facility transfers may also be required based on infrastructure/resource availability.

- **CONDITION:** When the animal is already admitted and treated in the facility by a veterinary doctor and animal's condition becomes un-manageable, due to non-availability of resources (Man, Machine & Material)
- The Ambulance Veterinary doctor refers the case to nearest Veterinary Poly-clinic/ Area Veterinary Hospital.

The Hospital staff or farmer shall call to 1962 and make a request for the IFT call. The Call Center Executive shall establish the conference call with the Farmer, Hospital doctor and Call center doctor.

DROP BACK CASE

- **DEFINITION:** After the treatment at stipulated hospital, if the animal needs to be dropped at the location from the hospital, is considered as Drop Back case.

- **CONDITION:** The animal is already admitted and treated in the Hospital and ready for discharge. Irrespective of whether the animal is brought to the hospital through 1962 service or not, if the drop back case is registered at 1962 call center, the same shall be attended by the MAVC. However, drop back case is not considered as emergency service and as per the scheduling of the vehicle, the same will be considered.

AMBULANCE PREVENTIVE MAINTENANCE:-

The Paravet and Driver of the Ambulance vehicle, with the support of Fleet Manager prepares the Schedule servicing plan. The same shall be approved by the Divisional Deputy Director from the Department.

It is the responsibility of the fleet manager to coordinate and ensure that the servicing of vehicle is carried as per the schedule at the authorized Workshops.

Timelines for Schedule Servicing - Timelines given by manufacturer will be followed.

Ambulance for Breakdown, resumption

On noticing the defect, Pilot (Driver)/ Paravet to inform Fleet Manager and also to the call center immediately. There might be two scenarios when the defect is noticed,

While attending a case / carrying the animal on the vehicle, inform the Call Center for assigning an alternate ambulance for the case.

While doing routine checks: Pilot (Driver) to inform Fleet Manager on the nature of defect. If the defect type is minor (ambulance is movable) then, schedule the service with the authorized workshop. If the defect type is major, then intimate the Call Center as Off Road and take the ambulance to the authorized workshop immediately.

Note: While the ambulance is being repaired, the Emergency Management Executive (EME) should take necessary action for medical equipment, stock safety, and Ambulance safety.

Roles and Responsibilities:

Role	Responsibilities
GVK EMRI	• Constituency route map of villages for visiting should be integrated with RBK fixed day visits schedule. In case of unavoidable circumstances, the ambulance should attend to next consecutive schedule fixed day visit date. • The MAVC Vehicle should be located at Constituency Head Quarter (AVH/VD). • MAVC Assignment shall be in two modes – for attending the emergency cases (L1, L2, L3) and attending to fixed day visits. • Parking of MAVCs shall be within the premises of departmental institutions (AVH/VD) as approved by the department in the constituency. • Custody of MAVCs solely lies with GVK EMRI. • No treatment shall be allowed in the premises of parking area. • GVK EMRI responsible for operation and maintenance of 1962 call center.

AH DEPT	• The space provision for MAVC Vehicle should be arranged by the Local AVH AD in the departmental institution premises. • Monthly progress reports of MAVCs shall be counter signed by the Assistant Director, AVH who is positioned at respective constituency. • The space provision for keeping Medicines, equipment etc, of MAVCs should be arranged by the Local AVH AD. • If any of the animals requires treatment at hospital and brought by the 1962 ambulance, such animals shall be attended by the respective hospital doctors. • Work closely with the 1962 Call center and MAVC services for making the optimal services. • The calls received after 5 PM shall also be attended by Government doctor and CCE shall facilitate conference call with the doctor and farmer.
ERO (Call Center Executive) in GVK EMRI	• To answer all incoming calls through 1962 lines • To identify the emergency call and collect necessary information. • Whenever an emergency call gets disconnected, the Emergency Response Officer (ERO) needs to call back and get all the relevant information for responding. • Ensure adherence to process and quality norms while taking calls • Informs the case to Veterinarian in MAVC. • Shall transfer calls (L-IV) to Telemedicine Call Centre during the stipulated timings. • Share farmers data to Telemedicine Call Centre for taking feedback survey.
GVK EMRI Call Centre Team Leader	• To monitor the performance of Emergency Response Officer (ERO) • To handle exigencies as per the exigency process • Ensuring Quality Analysis (QA) action plan closure. • Handle escalated and unresolved issues Call monitoring and feed backs (2 evaluations per Associate per month). • Provide coaching/feedback & develop action plan for team members per the Performance Management Process/ Policy. • Provide feedback to Operations Manager on the performance of team members on monthly basis.
Veterinary Doctor in Call Center	• To guide and support the call center executives in identifying the severity and emergency of the cases. • Attending the callers through conferencing and providing necessary guidance.
Veterinary Doctor in MAVC	• To collect the primary information from the call centre • To attend and treat the animals at the location and prescribe required medicines. • To collect the samples and diagnose the disease on the spot. • To update the information related to the case by recording in the OP Register. • Shall submit disease profiles quarterly as prescribed by the department.

	• To update the information related to the case while closing the case
Paravet in the MAVC	• Ensure all the medical equipment is functional and ready • Ensure all the medical consumables are ready in the ambulance • Ensure all the medicines are available in the ambulance • Ensure the caller is informed in advance on the ambulance reach to the caller location • Use the mobile application on real time and update the animal information as per the requirements • Issue the service report to the farmer
Telemedicine Call Centre	• Calls transferred from GVK EMRI call center shall be attended. • Feedback survey from farmers shall be collected, analyzed and submit daily report to DAH.
Driver (pilot) in MAVC	• Ensure the vehicle is always ready to serve • Immediately reach to the caller location after case is assigned • Assist the Veterinary doctor and paravet in treatment of the vehicle. • Operate the Hydraulic machine and keep in condition

Feed Back Survey:

Separate Feedback reports from farmers will be taken up by the TELE MEDICINE CALL CENTRE being operated by the Department and GVK call centre Evaluation reports will be submitted to the Director of Animal Husbandry on daily basis.

POONAM MALAKONDAIAH
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)